

Outlook Express

Jenny Internet Email Application Tutorial for using secure port 587 for outgoing mail.

This tutorial will assist customers to configure their Outlook Express mail client to use port 587 for sending mail.

If your e-mail account is not with Jenny Internet, please ask your mail provider to support the more secure SMTP port 587 with authentication.

Jenny Internet can supply you with a relay SMTP account for sending out mail, however, this is not ideal. It is preferred that your mail provider provide you with the SMTP service as well as the E-mail address for receiving mail as a package.

A Little Information

As a result of the growing spam epidemic, Internet Service Providers are forced to take steps to minimise the risk of their systems being used and exploited for the use of sending spam. The default SMTP port that most systems / spam bots exploit is port 25. This port does not require authentication and therefore opens itself up to exploitation. Bearing this in mind, Jenny Internet has made the decision to entirely block port 25 on our Wireless Networks and Email servers. Exceptions will be made where sufficient motivation is given.

Definition of SPAM: Electronic spamming is the use of electronic messaging systems to send unsolicited messages (spam), especially advertising, as well as sending messages repeatedly on the same site. <http://en.wikipedia.org/wiki/Spamming>

Customers using Microsoft Outlook Express can follow the following steps to check and change their settings.

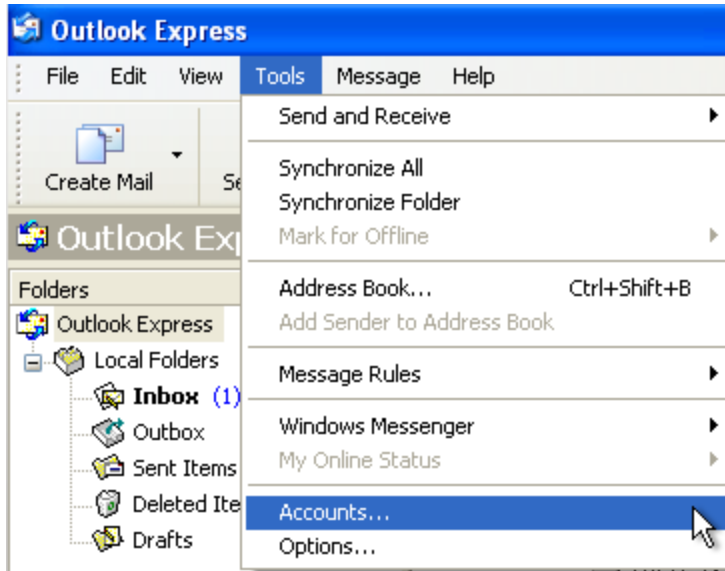


MS Outlook Express:

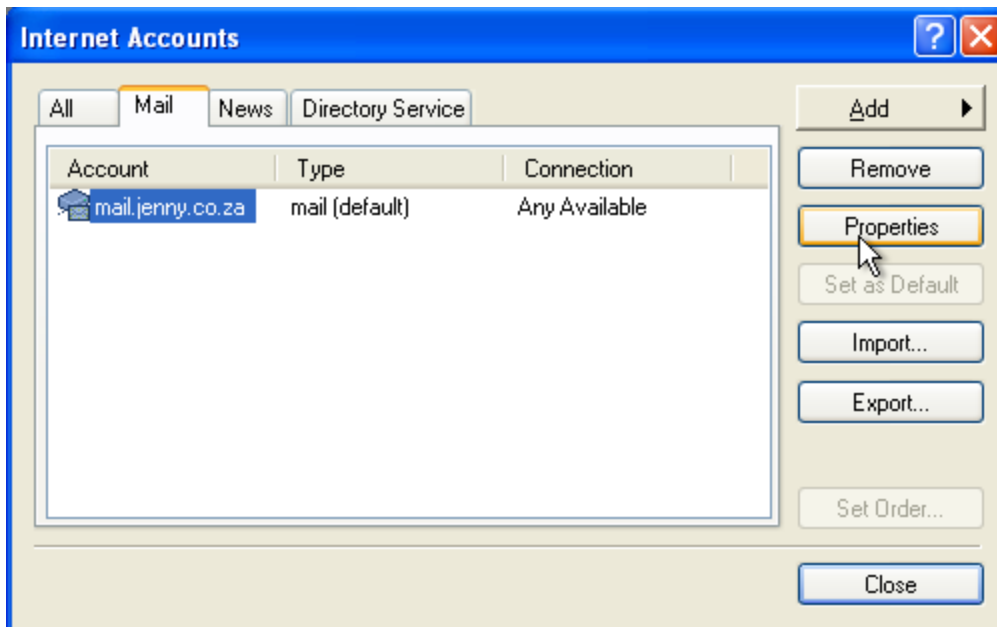
1. While you are in the Outlook Express program, click on the Tools menu option and click on Accounts:

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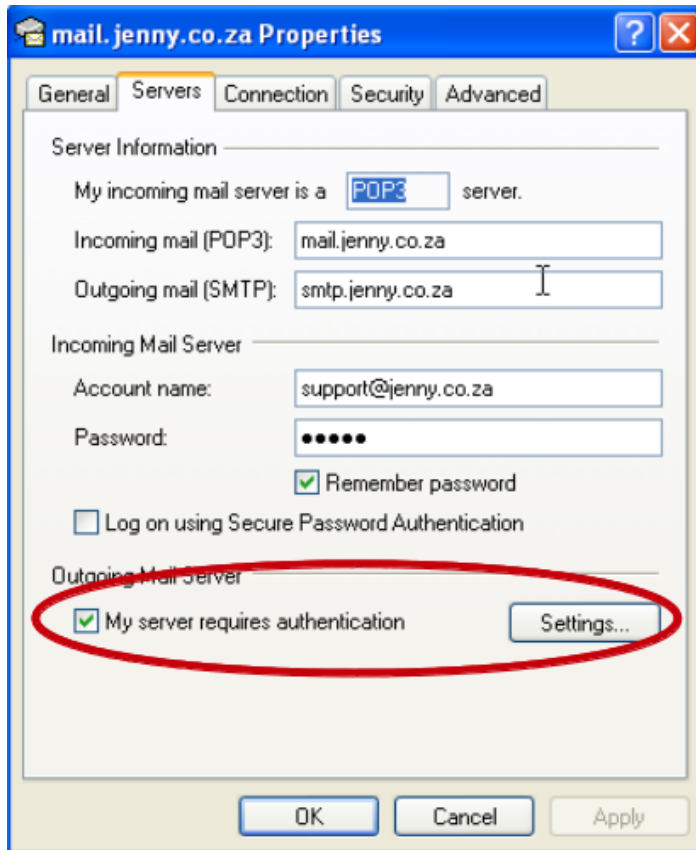
2. Click on the Mail tab. Click the account in the list you wish to check. Click the properties button to the right of that window:



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3. Click the "Servers" tab. Ensure that "My server requires authentication" is selected, then click the "Settings" button:



The Outgoing mail setting is different for various domains. If you have registered your own domain with Jenny Internet, this setting will be smtp.[domain], eg. if your email address is piet@testdomain.co.za, the Outgoing server will be smtp.testdomain.co.za.

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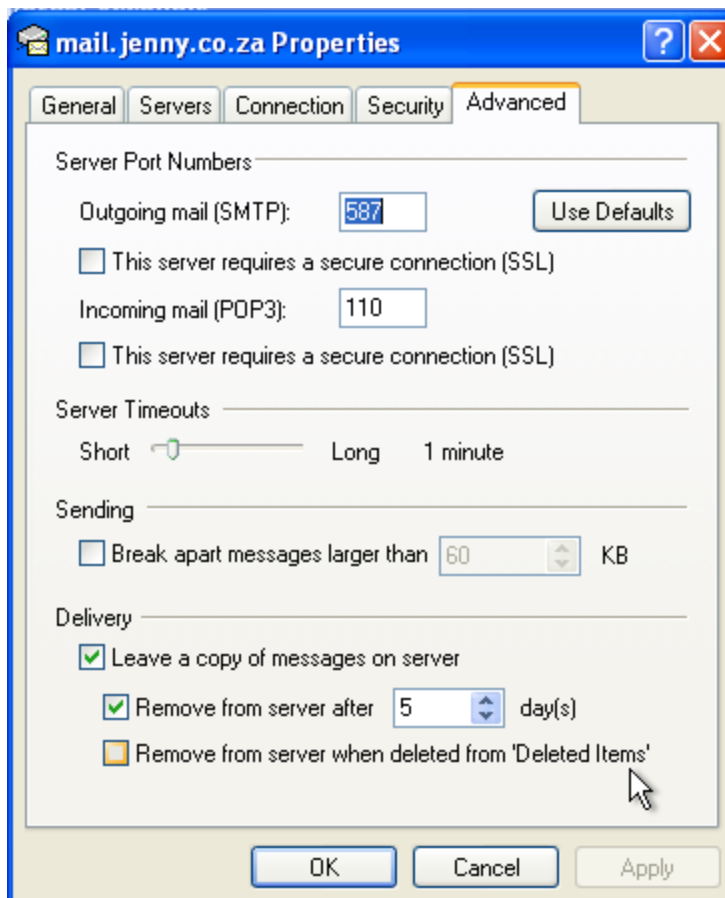
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4. Ensure the "Use same settings as my incoming mail server" is selected. Click OK:



If your incoming mail server is different to your outgoing mail server, select "Log on using" and insert the username and password for the server and account that you use for outgoing mail.

5. Click on the Advanced Tab and ensure the Outgoing mail (SMTP) port number is 587:



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6. Click OK and then Close on the "Internet Accounts" windows. You will be back at your main Outlook Express screen or your Inbox. Click Send/Recv button to confirm the settings work.
7. Should you receive an error while sending, please double check your username and password with the call centre, then recheck your settings in your mail program.
8. If you still receive errors, please ensure your internet is working and download the Jenny Teamviewer Quick Support app from <http://get.teamviewer.com/x6e3qzz>. Once you have this running, call the call centre for further assistance.

